



State of Connecticut

## DDS Data Warehouse

### DDS Provider to Statewide Comparison

Provider: MARC, INC.(MANCHESTER)

From: 7/1/2015 To: 6/30/2016

Last DW Load Date: 09/19/2016

Number of Records: 49

Region(s): NR, SR, WR

| SERVICE TYPE |                                 | FOCUS AREA        |                                     | PROVIDER    |           |               |             |                 | STATEWIDE   |           |               |             |                 |
|--------------|---------------------------------|-------------------|-------------------------------------|-------------|-----------|---------------|-------------|-----------------|-------------|-----------|---------------|-------------|-----------------|
| CLA          | COMMUNITY LIVING ARRANGEMENT    | Code              | Description                         | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met |
|              |                                 | I                 | Planning and Personal Achievement   | 18          | 18        | 0             | 100%        | 0%              | 3,744       | 3,643     | 101           | 97%         | 3%              |
|              |                                 | II                | Relationships & Community Inclusion | 0           | 0         | 0             |             |                 | 15          | 15        | 0             | 100%        | 0%              |
|              |                                 | III               | Choice & Control                    | 0           | 0         | 0             |             |                 | 19          | 19        | 0             | 100%        | 0%              |
|              |                                 | IV                | Rights, Respect & Dignity           | 6           | 6         | 0             | 100%        | 0%              | 1,310       | 1,291     | 19            | 99%         | 1%              |
|              |                                 | V                 | Safety                              | 0           | 0         | 0             |             |                 | 281         | 257       | 24            | 91%         | 9%              |
|              |                                 | VI                | Health & Wellness                   | 0           | 0         | 0             |             |                 | 76          | 68        | 8             | 89%         | 11%             |
|              |                                 | VII               | Satisfaction                        | 11          | 11        | 0             | 100%        | 0%              | 2,076       | 2,033     | 43            | 98%         | 2%              |
|              |                                 | FOCUS AREA TOTALS |                                     | 35          | 35        | 0             | 100%        | 0%              | 7,521       | 7,326     | 195           | 97%         | 3%              |
| CRS          | CONTINUOUS RESIDENTIAL SUPPORTS | Code              | Description                         | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met |
|              |                                 | I                 | Planning and Personal Achievement   | 127         | 98        | 29            | 77%         | 23%             | 4,044       | 3,328     | 716           | 82%         | 18%             |
|              |                                 | II                | Relationships & Community Inclusion | 28          | 28        | 0             | 100%        | 0%              | 908         | 898       | 10            | 99%         | 1%              |
|              |                                 | III               | Choice & Control                    | 32          | 32        | 0             | 100%        | 0%              | 978         | 971       | 7             | 99%         | 1%              |
|              |                                 | IV                | Rights, Respect & Dignity           | 195         | 158       | 37            | 81%         | 19%             | 5,896       | 5,226     | 670           | 89%         | 11%             |
|              |                                 | V                 | Safety                              | 458         | 373       | 85            | 81%         | 19%             | 14,199      | 12,369    | 1,830         | 87%         | 13%             |
|              |                                 | VI                | Health & Wellness                   | 99          | 92        | 7             | 93%         | 7%              | 2,729       | 2,405     | 324           | 88%         | 12%             |

\* If a zero appears in the "Total Count" column then there were no Quality Indicators rated for the Service Type or Focus Area during the timeframe indicated at the top of the report.

9/20/2016 4:02:59 PM

IR10\_ProviderStatewideComparison

Page 1 of 4

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|--------------|---------------------------------|-------------------|-------------------------------------|-------------|-----------|---------------|-------------|-----------------|-------------|-----------|---------------|-------------|-----------------|
| CRS          | CONTINUOUS RESIDENTIAL SUPPORTS | VII               | Satisfaction                        | 27          | 26        | 1             | 96%         | 4%              | 999         | 961       | 38            | 96%         | 4%              |
|              |                                 | FOCUS AREA TOTALS |                                     | 966         | 807       | 159           | 84%         | 16%             | 29,753      | 26,158    | 3,595         | 88%         | 12%             |
| DSO          | DAY SUPPORT OPTIONS (PER DAY)   | Code              | Description                         | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met |
|              |                                 | I                 | Planning and Personal Achievement   | 107         | 105       | 2             | 98%         | 2%              | 7,221       | 6,459     | 762           | 89%         | 11%             |
|              |                                 | II                | Relationships & Community Inclusion | 5           | 5         | 0             | 100%        | 0%              | 461         | 460       | 1             | 100%        | 0%              |
|              |                                 | III               | Choice & Control                    | 4           | 4         | 0             | 100%        | 0%              | 356         | 354       | 2             | 99%         | 1%              |
|              |                                 | IV                | Rights, Respect & Dignity           | 56          | 56        | 0             | 100%        | 0%              | 4,171       | 4,031     | 140           | 97%         | 3%              |
|              |                                 | V                 | Safety                              | 68          | 63        | 5             | 93%         | 7%              | 6,023       | 5,417     | 606           | 90%         | 10%             |
|              |                                 | VI                | Health & Wellness                   | 11          | 11        | 0             | 100%        | 0%              | 1,121       | 1,054     | 67            | 94%         | 6%              |
|              |                                 | VII               | Satisfaction                        | 50          | 50        | 0             | 100%        | 0%              | 2,955       | 2,908     | 47            | 98%         | 2%              |
|              |                                 | FOCUS AREA TOTALS |                                     | 301         | 294       | 7             | 98%         | 2%              | 22,308      | 20,683    | 1,625         | 93%         | 7%              |
| FAM          | FAMILY HOME                     | Code              | Description                         | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met |
|              |                                 | I                 | Planning and Personal Achievement   | 21          | 13        | 8             | 62%         | 38%             | 885         | 737       | 148           | 83%         | 17%             |
|              |                                 | II                | Relationships & Community Inclusion | 6           | 6         | 0             | 100%        | 0%              | 120         | 120       | 0             | 100%        | 0%              |
|              |                                 | III               | Choice & Control                    | 5           | 5         | 0             | 100%        | 0%              | 111         | 111       | 0             | 100%        | 0%              |
|              |                                 | IV                | Rights, Respect & Dignity           | 20          | 17        | 3             | 85%         | 15%             | 692         | 655       | 37            | 95%         | 5%              |

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9/20/2016 4:02:59 PM

IR10\_ProviderStatewideComparison

Page 2 of 4

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|--------------|---|-------------------|-------------------------------------|-------------|-----------|---------------|-------------|-----------------|-------------|-----------|---------------|-------------|-----------------|
| FAM          | FAMILY HOME                             | V                 | Safety                              | 7           | 6         | 1             | 86%         | 14%             | 168         | 165       | 3             | 98%         | 2%              |
|              |   | VI                | Health & Wellness                   | 11          | 9         | 2             | 82%         | 18%             | 236         | 227       | 9             | 96%         | 4%              |
|              |   | VII               | Satisfaction                        | 3           | 3         | 0             | 100%        | 0%              | 258         | 251       | 7             | 97%         | 3%              |
|              |   | FOCUS AREA TOTALS |                                     | 73          | 59        | 14            | 81%         | 19%             | 2,470       | 2,266     | 204           | 92%         | 8%              |
| GSE          | GROUP SUPPORTED EMPLOYMENT (PER DAY)    | Code              | Description                         | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met |
|              |   | I                 | Planning and Personal Achievement   | 154         | 140       | 14            | 91%         | 9%              | 5,052       | 4,404     | 648           | 87%         | 13%             |
|              |   | II                | Relationships & Community Inclusion | 4           | 4         | 0             | 100%        | 0%              | 176         | 176       | 0             | 100%        | 0%              |
|              |   | III               | Choice & Control                    | 3           | 3         | 0             | 100%        | 0%              | 147         | 142       | 5             | 97%         | 3%              |
|              |   | IV                | Rights, Respect & Dignity           | 62          | 59        | 3             | 95%         | 5%              | 1,702       | 1,559     | 143           | 92%         | 8%              |
|              |   | V                 | Safety                              | 17          | 17        | 0             | 100%        | 0%              | 774         | 652       | 122           | 84%         | 16%             |
|              |   | VI                | Health & Wellness                   | 43          | 42        | 1             | 98%         | 2%              | 601         | 571       | 30            | 95%         | 5%              |
|              |   | VII               | Satisfaction                        | 42          | 42        | 0             | 100%        | 0%              | 1,502       | 1,474     | 28            | 98%         | 2%              |
|              |   | FOCUS AREA TOTALS |                                     | 325         | 307       | 18            | 94%         | 6%              | 9,954       | 8,978     | 976           | 90%         | 10%             |
| IDN          | INDIVIDUALIZED DAY NON-VOC (PER 15 MIN) | Code              | Description                         | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met |
|              |   | I                 | Planning and Personal Achievement   | 6           | 6         | 0             | 100%        | 0%              | 1,252       | 1,136     | 116           | 91%         | 9%              |
|              |   | II                | Relationships & Community Inclusion | 0           | 0         | 0             |             |                 | 161         | 161       | 0             | 100%        | 0%              |

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9/20/2016 4:02:59 PM

IR10\_ProviderStatewideComparison

Page 3 of 4

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|--------------|---|-------------------|-------------------------------------|-------------|-----------|---------------|-------------|-----------------|-------------|-----------|---------------|-------------|-----------------|
| IDN          | INDIVIDUALIZED DAY NON-VOC (PER 15 MIN) | III               | Choice & Control                    | 0           | 0         | 0             |             |                 | 130         | 130       | 0             | 100%        | 0%              |
|              |   | IV                | Rights, Respect & Dignity           | 2           | 2         | 0             | 100%        | 0%              | 987         | 957       | 30            | 97%         | 3%              |
|              |   | V                 | Safety                              | 0           | 0         | 0             |             |                 | 1,034       | 959       | 75            | 93%         | 7%              |
|              |   | VI                | Health & Wellness                   | 0           | 0         | 0             |             |                 | 290         | 277       | 13            | 96%         | 4%              |
|              |   | VII               | Satisfaction                        | 4           | 3         | 1             | 75%         | 25%             | 429         | 421       | 8             | 98%         | 2%              |
|              |   | FOCUS AREA TOTALS |                                     | 12          | 11        | 1             | 92%         | 8%              | 4,283       | 4,041     | 242           | 94%         | 6%              |
| SEI          | INDIVIDUAL SUPPORTED EMPLOYMENT         | Code              | Description                         | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met | Total Count | Count Met | Count Not Met | Percent Met | Percent Not Met |
|              |   | I                 | Planning and Personal Achievement   | 12          | 7         | 5             | 58%         | 42%             | 872         | 739       | 133           | 85%         | 15%             |
|              |   | II                | Relationships & Community Inclusion | 1           | 1         | 0             | 100%        | 0%              | 45          | 45        | 0             | 100%        | 0%              |
|              |   | III               | Choice & Control                    | 2           | 2         | 0             | 100%        | 0%              | 77          | 76        | 1             | 99%         | 1%              |
|              |   | IV                | Rights, Respect & Dignity           | 13          | 13        | 0             | 100%        | 0%              | 630         | 597       | 33            | 95%         | 5%              |
|              |   | V                 | Safety                              | 3           | 3         | 0             | 100%        | 0%              | 121         | 121       | 0             | 100%        | 0%              |
|              |   | VI                | Health & Wellness                   | 2           | 2         | 0             | 100%        | 0%              | 56          | 55        | 1             | 98%         | 2%              |
|              |   | VII               | Satisfaction                        | 6           | 6         | 0             | 100%        | 0%              | 303         | 294       | 9             | 97%         | 3%              |
|              |   | FOCUS AREA TOTALS |                                     | 39          | 34        | 5             | 87%         | 13%             | 2,104       | 1,927     | 177           | 92%         | 8%              |

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9/20/2016 4:02:59 PM

IR10\_ProviderStatewideComparison

Page 4 of 4

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